Subject: KWIC Staff Access and Roles

Effective Date: September 1, 2017   Revised from: October 1, 2015

Policy: Individuals, including local WIC staff and WIC State Office employees, involved in the WIC eligibility, certification, and benefit issuance process, are responsible for the safeguarding of WIC Program client information. Role permission profiles built into the KWIC Application protect this information by limiting access to client information. Staff access to appropriate screens in KWIC is obtained through a request to the State WIC Office.

Procedure:

The following e-mail address has been established to handle access requests:

KDHE.WicStaffChange@ks.gov

If a Local Agency employee leaves employment due to termination, then the Local Agency shall contact the State Agency to have the employees access removed from KWIC within 24 hours of termination. If a Local Agency employee leaves employment under normal circumstances (ex. 2 weeks' notice), then the Local Agency shall contact the State Agency to have the employees access removed from KWIC within 1 week from the end of the employee's employment. See section ADM 11.00.00 Local Agency Staff Training – New Employees for details to add access for new staff.

A staff member's role in the clinic determines which windows and screens they will have access to in the KWIC System. The following descriptions are not meant to be a complete list of duties, but are to provide enough information to know what role permission is appropriate for different staff members.

Receptionist: Receptionist role permission allows the person access to enough windows in KWIC to be able to enter applicants into the system, make/reschedule appointments and answer questions from a client about the date and time of their next appointment. This access will also allow the person to record vendor complaints in KWIC and generate reports. A person with Receptionist role permission **cannot** issue WIC benefits to clients or complete any portion of the certification appointment.

Clerk: Clerk role permission allows the person to do all the things a Receptionist can do, plus complete certain portions of the WIC certification appointments such as determining income, documenting proofs, providing referrals and recording measurements. This access also allows the person to perform all needed functions to issue WIC benefits, issue cards, transfer clients in and out of the clinic, terminate clients, send No-Show letters, print reports, manage nutrition education classes, and complete low risk secondary nutrition education contacts for clients.

RN: RN role permission allows the person to do all the things a Clerk can do, plus complete additional portions of the certification appointments that assign nutrition risk, provide nutrition education and tailor food packages. This access also allows the person to complete mid-certification appointments for infants, children and breastfeeding clients.

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RD: RD role permission allows the person to do all the RN can do, plus document High Risk nutrition education contacts.

KWIC Administrator: KWIC Administrator role permission allows the person to do many things related to WIC clinic staffing, setting up the calendar and equipment inventory. This access also allows the person to enter specific local preferences to dropdown lists of referrals, handouts, etc; enter survey questions and answers; and print reports. A person with only KWIC Administrator access **cannot** perform most functions that deal with direct WIC services. A person who needs to perform these administrative functions and provide direct clinic services will need both KWIC Administrator permission and other permissions that are appropriate. Clinics should have two people with KWIC Administrator permission so there is less likelihood that the KWIC Administrator is absent when a change is required.

Local Agency Vendor Manager: Local Agency Vendor Manager role permission allows the person access to the Local Vendor Management application in KWIC to perform needed tasks related to managing WIC approved vendors. A person with only Local Agency Vendor Manager access **cannot** access Client Services. A person who needs to perform vendor functions and provide WIC client services will need whichever of the other permissions that is appropriate. A WIC Coordinator may choose to have more than one person complete the module and get clearance, not just the person with the official title of LA Vendor Manager.

Breastfeeding Peer Counselor: Breastfeeding Peer Counselor role permission allows the person access to Find Client, Demographics, Record End of Pregnancy, BFPC Summary (all windows), Appointment Scheduling, Referrals, Breastpump Issuance (all windows), Nutrition Education, Notes, all History, and Class Management. A person with Breastfeeding Peer Counselor access **cannot** issue WIC benefits to clients or complete any portion of the certification appointment.

KWIC Access

WIC staff must enter a user ID and password before gaining access to the Client Services application. The role permission assignments will be maintained by the State WIC office.

Each staff shall have a unique user ID assigned. User IDs and passwords may not be shared under any circumstances.

The application security controls are flexible enough to accommodate staff with multiple roles, which is typical for small clinics.

Passwords must be entered manually. The KWIC application forces a password change every 90 days and the new password must be dissimilar from the previous password.

KWIC Help Desk staff are able to change passwords for the KWIC application. The creation of new user accounts and the inactivation of existing accounts are completed by KWIC Help Desk staff upon request by State Agency staff. This process ensures that each KWIC user has only one valid user account. KWIC Help Desk staff will assign the user to specific role permissions and assign access privileges for the user. The KWIC system requires that users change the temporary password at the time they first log onto the system.